



TEXAS DEPARTMENT OF HEALTH
AUSTIN TEXAS
INTER-OFFICE

01-062

TO: Herman Horn, Chief, Bureau of Regional & Local Health Operations
Regional Directors
Directors, Local Health Departments
Directors, Independent WIC Local Agencies

FROM: Gerald D. Cannaday, Jr. "Original Signed"
Chief, Bureau of Nutrition Services

DATE: May 18, 2001

SUBJECT: Record Review

On May 1, 2001, Hilda Mikan, Director, Quality Assurance (QA) Monitoring Division, sent a letter to Texas Department of Health (TDH) contractors monitored by the QA Monitoring Division. This included all local agencies that provide services under the Special Supplemental Nutrition Program for Women, Infants and Children (WIC).

In the letter, Ms. Mikan stated that the requirement to review ten percent (10%) of records on a quarterly basis for quality assurance purposes has been removed effective immediately. Instead, local agencies will be required to state the percentage of records they will review on a quarterly basis in their Quality Improvement (QI) Plans. The rationale for this change is that (1) 10% for some local agencies has proven to be too many records to review reasonably each quarter, and (2) the purpose of the reviews is to identify error patterns within records and to correct these errors through technical assistance and training of staff. This can be accomplished with a review of less than 10% of the records; however, local agencies may choose to continue reviewing 10% of their records.

During on-site quality assurance visits, staff from the QA Monitoring Division will verify that a percentage has been identified in the QI Plan. If during the on-site monitoring visit, record reviews identify trends in findings that are not being identified in record reviews through the agency's internal activities, local agencies will be required to increase the percentage of reviews to ensure that trends are identified and corrections made.

Should you have questions regarding this change, please contact Hilda Mikan at (512) 458-7111, extension 2078.



Texas Department of Health

Charles E. Bell, M.D.
Executive Deputy Commissioner

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May 1, 2001

Dear Contractors/Providers/WIC Directors:

In the past, the Quality Assurance Monitoring Division has required contractors/providers to conduct a review of 10% of the records on a quarterly basis. Although TDH has utilized the 10% requirement for many years due to its statistical significance, many contractors have voiced a concern about this requirement. It appears that for large contractors this requirement has presented a workload problem. This requirement has been more easily accomplished by smaller contractors. Therefore, in an effort to be responsive to our customers without sacrificing quality, the 10% record requirement has been removed. Since our goal is that contractors/providers self-monitor for trends of noncompliance and implement necessary steps to ensure corrective actions, the percentage of records to be reviewed will be set by the contractor. Effective immediately, the contractor is responsible for identifying, in the Quality Improvement (QI) Plan, the percentage of records to be reviewed on a quarterly basis. During the on-site Quality Assurance (QA) visit to the contractor/provider, the QI Plan will be reviewed to ensure this percentage is identified. If, during the on-site visit, record reviews identify trends of findings that were not being identified in record reviews through the agency's internal activities, the contractor will be required to increase the percentage of record reviews to ensure trends are being identified. A contractor provider may choose to continue monitoring 10% of their records.

Our goal is to ensure contractors/providers monitor the quality of the services provided and that trends be corrected to ensure compliance with program and TDH requirements. If you have any questions regarding this information please do not hesitate to contact me at (512) 458-7111 ext. 2078.

Sincerely,

Hilda I. Mikan, B.S.N., R.N., Director
Quality Assurance Monitoring Division
Office of the Deputy Commissioner for Programs

cc: Regional Directors
Regional OA Coordinators